

(12) INTERNATIONAL APPLICATION PUBLISHED UNDER THE PATENT COOPERATION TREATY (PCT)

(19) World Intellectual Property
Organization
International Bureau



(43) International Publication Date
29 July 2004 (29.07.2004)

PCT

(10) International Publication Number
WO 2004/063907 A2

- (51) International Patent Classification⁷: **G06F**
- (21) International Application Number:
PCT/US2004/000838
- (22) International Filing Date: 13 January 2004 (13.01.2004)
- (25) Filing Language: English
- (26) Publication Language: English
- (30) Priority Data:
60/439,708 13 January 2003 (13.01.2003) US
- (71) Applicant (for all designated States except US): **LIGHTHOUSE INTERNATIONAL** [US/US]; 111 East 59th Street, New York, NY 10022-1202 (US).
- (72) Inventors; and
- (75) Inventors/Applicants (for US only): **BIRD, Betty** [US/US]; 15 Central Avenue, Nyack, NY 10960 (US).

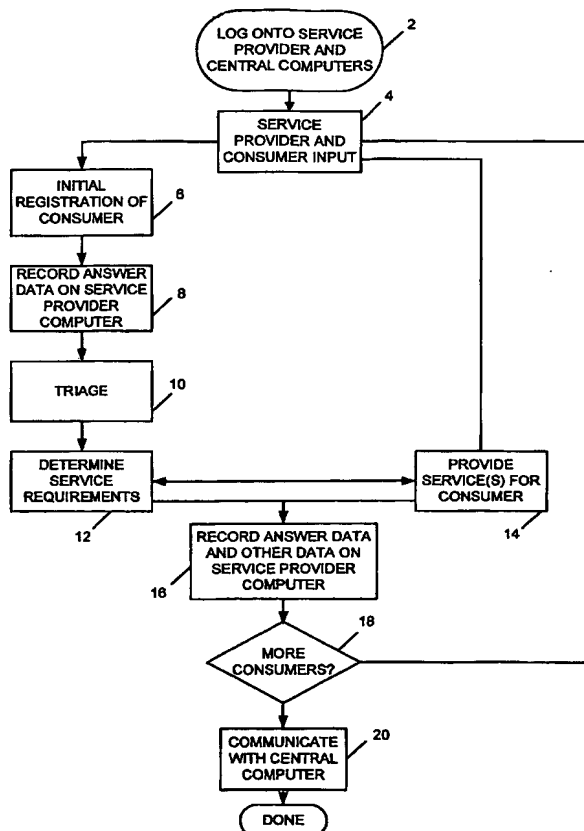
BENSON, Patrick, J. [US/US]; 310 East 46th Street, #6G, New York, NY 10017 (US). **D'ALLURA, Tana** [US/US]; 20 Huckleberry Hill, South Sterling, PA 18460 (US). **DEFINI, Josephine** [US/US]; 10 West 15th Street, #2022, New York, NY 10011 (US). **FISCHER, Michael, L.** [US/US]; 46 Gerard Avenue, New Hyde Park, NY 11040-1910 (US). **LAURENZANO, Joseph, R.** [US/US]; 6 Paula Way, Berkeley Heights, NJ 07922 (US). **MARTINEZ, Edward** [US/US]; 35 Salter Place, Maplewood, NJ 07040 (US). **PASKIN, Nancy, C.** [US/US]; 3771 Valley View St., Mohegan Lake, NY 10547 (US). **YABLONSKI, Martin, S.** [US/US]; 10 Wild Oaks Road, #122, P.O. Box 614, Golden Bridge, NY 10526 (US).

(74) Agent: **MCCLAIN, James, W.**; Gordon & Rees LLP, 1660 Union Street, San Diego, CA 92101 (US).

(81) Designated States (unless otherwise indicated, for every kind of national protection available): AE, AG, AL, AM, AT, AU, AZ, BA, BB, BG, BR, BW, BY, BZ, CA, CH, CN,

[Continued on next page]

(54) Title: CONSUMER CARE MANAGEMENT METHOD AND SYSTEM



(57) Abstract: In the consumer care management system and method of the present invention, a system and method is provided for evaluating the needs of the visually impaired as well as providing a uniform service quality to the consumer through uniform assessments and analyses regardless of the extent of the consumer's impairment. Several series of standardized questions are asked which assess the needs of the consumer. To evaluate every consumer equally regardless of the locale of the consumer seeks assistance; the system is divided into several different uniform processes. The answers to the standardized questions during the processes determine the extent of help the consumer requires. The processes that the consumer will go through include registration and crisis identification, triage, payment, assessment, incremental record of activity, outcomes and quality assurance.



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- (84) **Designated States** (*unless otherwise indicated, for every kind of regional protection available*): ARIPO (BW, GH, GM, KE, LS, MW, MZ, SD, SL, SZ, TZ, UG, ZM, ZW), Eurasian (AM, AZ, BY, KG, KZ, MD, RU, TJ, TM), European (AT, BE, BG, CH, CY, CZ, DE, DK, EE, ES, FI, FR, GB, GR, HU, IE, IT, LU, MC, NL, PT, RO, SE, SI, SK,

TR), OAPI (BF, BJ, CF, CG, CI, CM, GA, GN, GQ, GW, ML, MR, NE, SN, TD, TG).

Declaration under Rule 4.17:

- *as to the identity of the inventor (Rule 4.17(i)) for all designations*

Published:

- *without international search report and to be republished upon receipt of that report*

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